AuxPulse Executive Presentation Script

One-pager talk track for presenting the WFM real-time monitoring improvement initiative

Executive key message: AuxPulse improves WFM visibility by automating AUX and adherence alerts, allowing faster intervention on the vital few delay drivers that create the greatest impact.

Opening

Good day everyone. Today, I'll be presenting AuxPulse, a real-time WFM monitoring solution designed to improve adherence visibility, reduce manual workload, and enable faster intervention on AUX and adherence exceptions.

Problem

From March to May 2026, ACD inbound adherence remained below the 95% target, ranging from 90.54% to 91.65%. During the same period, AHT fluctuated between 940 and 998 seconds, contributing to schedule variances, extended AUX durations, and delayed transitions back to productive states.

Based on the Pareto analysis of 2,695 delay alerts, four key drivers contributed approximately 78% of all delays: WFM Workload at 33%, Connectivity at 16%, Break Overrun at 15%, and Unplanned Activities at 15%. This confirms that most adherence-impacting delays are concentrated in a few critical areas.

Root Cause

The primary root cause is limited real-time visibility and lack of automated alerts due to multiple monitoring systems and manual tracking. This increases WFM workload, particularly during peak intervals, and delays the escalation of adherence breaches. As a result, agents remain in extended AUX states longer, reducing schedule adherence and increasing interval conformance risk.

Solution

To address this, I introduced AuxPulse, a Lean-optimised WFM monitoring tool that automates real-time alert triggers for adherence and AUX exceptions. AuxPulse consolidates adherence, staffing, and queue performance into one scalable monitoring view, reducing manual tracking and allowing RTAs to focus on exception management rather than manually searching for issues.

Results

After implementing AuxPulse, ACD Inbound Adherence improved from 90.54% to 91.08% and stabilised at around 91%. AHT also reduced from 997.77 seconds to 922.13 seconds. While the 95% adherence target remains in progress, AuxPulse has improved real-time visibility, enabled faster WFM intervention, and strengthened operational control.

Closing

In summary, the data shows that adherence challenges are mainly driven by a few high-impact delay categories. Through AuxPulse automation, WFM can reduce manual workload, respond faster to exceptions, improve interval conformance, and continue moving performance closer to the 95% adherence target.

Information Security Classification - INTERNAL

60-Second Executive Version

This project focuses on improving ACD inbound adherence, which remained below the 95% target from March to May 2026, ranging from 90.54% to 91.65%. Pareto analysis showed that 78% of delay alerts came from four main drivers: WFM Workload, Connectivity, Break Overrun, and Unplanned Activities, with WFM Workload alone contributing 33%.

The root cause is limited real-time visibility due to multiple monitoring systems and manual tracking, which delays WFM intervention and prolongs AUX durations.

To address this, AuxPulse was implemented to automate AUX monitoring and provide real-time alerts. As a result, adherence improved and stabilised at around 91%, while AHT reduced from 997.77 to 922.13 seconds. Although the 95% target has not yet been achieved, AuxPulse has improved visibility, productivity, and operational control, creating a stronger foundation for continued adherence improvement.

Suggested line for explaining the Pareto chart

“The Pareto tells us where to focus. Instead of trying to fix every delay category at once, we prioritised the vital few drivers that account for nearly 80% of the impact.”

Delivery tips

- Lead with the business impact: adherence gap, interval conformance risk, and service-level exposure.
- Use the Pareto chart to justify focus: 78% of delay alerts are concentrated in four categories.
- Position AuxPulse as an enabler of faster intervention, not just a reporting tool.
- Acknowledge that the 95% target is still in progress, then emphasise the positive control and visibility gains already achieved.
- Close with the next step: sustain automation, monitor trend stability, and continue reducing the top delay drivers.

Information Security Classification - INTERNAL